Product Interval Summary[1]

Bell Atlantic - New York

EXPANDED INTERCONNECTION/COLLOCATION:

Product:	BELL ATLANTIC Interval

Interconnection Trunks (DS1 Systems):
Forecasted Trunks: Per (pending) PSC 914 tariff Section 3.3.1 (A and B)
   • Augment of Existing Trunk Group - 1 - 192 Trunks (8 DS1's): [2]
   • 193 – 384 Trunks (16 DS1's)
   • Project or complex, new or augment > 384 Trunks
Trunks not Forecasted:
   • Facilities available
   • No facilities (treated as 6 month forecast)[4]
	
	18 Days
	30 Days
	Negotiated [3]
	
	45 Days
	Maximum of 198 Days

911/E911 SERVICE:	

Provisioning of 911/E911 MF Trunks:
 	
   • If Facilities are available:
 	
   • Port Establishment
	
	18 Days
	
	included in above 18 Days

SS7 Ports and Data Base Interconnection	Negotiated

Physical Collocation Space[5]
  (a) Where space is available - NY
  (b
    (i) Notification of space unavailability - NY
	
	76 Bus. Days
	
	8 Bus. Days

Virtual Collocation Space
  (a) Where space is available
  (b) Where space is Not available
    (i) Notification of space availability
    (ii) From Notification
	
	105 Days
	
	10 Days
	Negotiated

SCOPE (a) Form of Physical collocation, all appropriate Physical terms apply.	 76 Bus. Days
Assembly Products (a) Same as Physical, all appropriate Physical terms apply.	 76 Bus. Days

Cageless
  (a) Where Bell Atlantic equipment is secure.
  (b) Where Bell Atlantic equipment is un-secure.
	
	76 Bus. Days
	105 Bus. Days

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[1] The Product Interval Summary appears in the Single Source Interval Document (SSID) on Bell Atlantic's TISOC web site. The parties have agreed to reassess the standard intervals contained in the Product Interval Guide at some future point.

[2] Requests for additional trunks to an existing trunk group must be for 192 trunks or less and must be ordered between the same two locations. The order and any subsequent related orders must be placed within a 30 business day period and must not exceed a total of 192 trunks. The initial or subsequent request must not exceed the forecast by 10% or more.

[3] See Glossary

[4] Bell Atlantic will provide the CLEC justification, generally outlining No Facility condition.

[5] Monitor the Collocation product intervals contained in the latest NY Tariff for definitive intervals.

UNBUNDLED ELEMENTS: continued

Product:	BELL ATLANTIC Interval
NUMBER PORTABILITY:	
Interim Number Portability: - Associated with Loop Hot Cut	5 days
Remote Call Forwarding ("RCFs")or INP-T if Facilities (trunking) are already in place and Facilities and/or Ports on BELL ATLANTIC and CLEC switches are available: (Stand alone number portability orders only, without unbundled links):	
• 1-19 Lines/numbers	3 days
•	
• 20-100 Lines, and if fac's are available	10 Days
• Other	Negotiated
Local Number Portability (LNP)	
• 1-19 Lines/numbers	3 Days
• 20-100 Lines	10 Days
• Over 100 Lines	Negotiated

NETWORK INTERFACE (customer prem.), HOUSE & RISER :	
NID (Customer Premises – Network Interface)	Smarts Clock
House & Riser – (New Install)	
1-9 Lines	Smarts Clock
10+ Lines	Negotiated
Disconnects	SMARTS Clock

UNE - POTS Combinations: [6]	
Basic Local Service – with or without OS/DA (after completion of joint planning process for Switch Elements)	
Flip to CLEC	2 days
New Lines:	
• Main Line (Residence)	Smarts Clock
• 1-5 Lines (Business)	Smarts Clock
• 1-5 Lines/ ADL (additional line) (Residence)	Greater of 5 days/Smarts
• 6 + lines (After Check for Facilities)	Negotiated
• Facility Check	72 Hours

UNE - Special Services:	
PORTS:	
Primary Rate Interface - ISDN Port	
New Installation per Port	20 Days
4+ Ports	Negotiated
Migration	
With Reuse of Facilities	25 Days
• Without Reuse of Facilities	20 Days
•	
DS1 DID, DOD, PBX Port Interface	
New Installation per Port	20 Days
4+ Ports	Negotiated
Migration	
With Reuse of Facilities	25 Days
Without Reuse of Facilities	20 Days

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[6] Where Bell Atlantic has made UNE- Platform available.

UNBUNDLED ELEMENTS: continued

Product:	BELL ATLANTIC Interval
Integrated Digital Loop Carrier	Negotiated
Electronic Key Telephone Port	Negotiated
Coin Telephone Port	Negotiated
SMDI Port	Negotiated
Unbundled Dedicated Trunk Ports, Extended Dedicated Trunk Ports	
New Trunk Group 1-240 trunks (1-10 DS1s)	60 business days
Add to existing groups 1-96 trunks (1-4 DS1s)	30 business days
Number of trunks exceeds above	Negotiated

UNBUNDLED ELEMENTS: continued

Product:	BELL ATLANTIC Interval
LOOP Products:	
Digital High Capacity Links:	
(a) 1.544 Mbps (DS1) Links:	
• Facility Check	72 Hours
• Intervals start after facility check:	6 Days 10 DaysNegotiated
• 1-4 Loops 5-9 Loops≥ 10 Links	
(b) 45 Mbps (DS3) Links	
Facility Check	4 Days
1-4 Loops	8 Days
5-9 Loops	12 Days
10+	Negotiated
(c) DS0 M Links Associated with EEL:	
• Facility Check	72 Hours
• Intervals start after facility check:	
• < 10 Links (with facilities)	6 Days
• < 10 Links (without facilities)	12 Days (ECCD+6 Days)
• ≥10 Links	Negotiated
(d) 1.544 Mbps (DS1) M Links Associated with EEL:	
• Facility Check	72 Hours
• Intervals start after facility check:	
• < 10 Links (with facilities)	15 days
• < 10 Links (without facilities)	Negotiated
• ≥ 10 Links	Negotiated
INTEROFFICE FACILITIES Products:	
SS7 A or B/D Links:	Negotiated
EEL Backbone DS1 and DS3	
• 1 - 9 Links	15 Days
• 10 or more Links	Negotiated
Dedicated Interoffice Facilities (DS1, DS3,)	
• Facility Check	72 hours
• Facilities available (Quantity 1-8)	15 Days
• Quantity > 8	Negotiated
• Facilities not available	Negotiated
OC-n Unbundled IOF	Negotiated
EEL:	
DS1/DS3 Transport with MUX or to the End User-	
Facility Check	72 Hours
1-9 Loops	15 Days
10 +	Negotiated
No Facilities	ECCD+15 Days2 Days
Disconnects	
Unbundled Multiplexing (3/1, 1/0)	
Facilities Check	72 Hours
Facilities Available (Quantity 1 – 8)	15 Days
(Quantity 9 +)	Negotiated
Facilities not available	Negotiated
Low Speed (DS1, Voice Grade) Connections from MUX	
Quantity 1-8	15 days from installation of MUX
Quantity >8	Negotiated

AIN:	
Service Mgmnt System/Service Creation - AIN Service Development	Negotiated
CLEC AIN Service Deployment-Mass Mkt	Negotiated
CLEC AIN Service Deployment-Complex	Negotiated
AIN Trigger Access-Line Based/Subscribed Triggers	Negotiated
AIN Trigger Access-Other(Office Based Triggers)	Negotiated

DIRECTORY ASSISTANCE ("DA"):	
CLECs customer's information incorporated into database	2 Days
DA Trunks to TOPS Tandem Provisioning Intervals; • If Facilities are available • If Facilities are not available	18 Days Negotiated
LINE IDENTIFICATION DATABASE ("LIDB"):	
CLECs customer's information incorporated into database	2 Days
OPERATOR SERVICES:	
Provisioning of FG C-type Modified Operator Services Signaling Trunks: • If Facilities are available: • If Facilities are not available:	18 Days Negotiated
911/E911 SERVICE:	
CLECs customer's information incorporated into the PS/ALI database	2 Days

RESALE SERVICES:

Basic POTS Services:	BELL ATLANTIC Interval
Feature/Service Change (Resale or UNE): (a) Basic Features: Call Waiting, Call Forwarding, Speed Calling & 3 Way Calling, All Phonesmart (including Call Blocking, Anonymous Call Rejection, Call Return, and Call Trace), Repeat Dialing, All Business Calling Plans including (Dial A Visit, NY-NJ Corridor, Cents Per Minute, Unlimited Regional Calling), Telephone Number Change or Regrades , PIC Changes, Wire Maintenance Plan (Business) WATS Plans, Disconnect of Feature	
• Received by 3 p.m. (EST) except change of telephone number or regrade	Same day
• Received after 3 p.m. (EST) except change of telephone number or regrade	Next Day
(b) Other Features: Call Answering and Call Answering Enhanced Services Caller ID, Caller ID With Name, Call Waiting ID, Call Waiting ID With Name, Call Manager, Call Manager With Name,	4 days
(c) Remote Call Forwarding, Hunting, , Ultra Forward,	2 days
(d) Suspend, Block or Restore Orders	Same day
(e) Change Listing to Non Pub, Additional Listing, All consumer calling plans	
Received by 3 PM (EST)	Same Day
Received after 3 PM (EST)	Next Day
(f) Voice Dialing	3 Days
(g) Distinctive Ringing	1 Day
(h) Disconnect Orders: (Translation change - no dispatch)	Same Day
Change Existing Account to CLEC Resale Account: Residence or Business Lines, including Analog Centrex, and PBX trunks (a) Change existing Account to Resale	Same Day
New Lines: Residence or Business Lines, and Analog Centrex	
• New Line (Residence) 1-5 line, No cut Through or Left in Dial Tone	Smarts Clock
• Main Line (Residence) Cut Through-Yes or Left in Dial Tone-Yes	
• Received before 12:00 Noon (EST)	Next Day
• Received after 12:00 Noon (EST)	2 Days
• 1-5 Lines (Business)	Smarts Clock
• 1-5 lines or ADL (Residence)	Greater of Smarts/5 Days
• 6 + lines (Residence- After Check for Facilities)	Negotiated
• Facility Check	72 Hours
• 6 – 10 lines (Business- After Facility Check/ Availability)	Greater of Smarts/5 Days
• 11 – 20 lines (Business- After Facility Check/ Availability)	Greater of Smarts/7 Days
• 21+ lines (Business- After Facility Check/ Availability)	Negotiated
• Facility Check	72 Hours

RESALE SERVICES:

Product:	BELL ATLANTIC Interval
ISDN - 2 wire digital (a) Local: • 1 – 12 lines	8 days (6 lines or more Facility Check Required)
• Over 12 lines (After Check for Facilities) • Facility Check	Negotiated 72 Hours
• Disconnect	5 days
• PIC Change	3 days
• Telephone Number/SPID Change	5 days
• Point to Multi-Point	5 days
• Hunting	5 days
• Non-Standard Configuration Group Change	58 days
(b) Virtual: • 1 – 12 Lines	12 days (6 or more Facility Check Required)
• Over 12 Lines	Negotiated
• Disconnect	5 days
• PIC Change	5 days
• Telephone Number/SPID Change	5 days
• Point to Multi-Point	8 days
• Hunting	8 days
• Non-Standard Configuration Group Change	8 days

Resale continued:

Product:	BELL ATLANTIC Interval

PBX Trunks
   • 1 – 12 circuits
   • 13 – 24 circuits
   • 25 – 38 circuits
   • 39 – 50 circuits
   • Over 50 circuits
Note: As of 7/1/99, Facility Check required for quantity of 6 services or more before interval can be granted.
	9 days
	14 days
	18 days
	22 days
	negotiated

DID Trunks:
   • 1 - 8 Trunks
   • Over 8 Trunks
Note: As of 7/1/99, Facility Check required for quantity of 6 services or more before interval can be granted.
	14 days
	negotiated

Disconnect Orders - dispatch required:	Smarts Clock

Special Services:	

Analog Private Line :
   • 1 - 12 circuits
   • 13 - 24 circuits
   • 25 - 38 circuits
   • 39 - 50 circuits
   • Over 50
Note: As of 7/1/99, Facility Check required for quantity of 6 services or more before interval can be granted.
	9 days
	14 days
	18 days
	22 days
	Negotiated

DDS 11	

• 1-4 circuits
   • 5-8 circuits
   • 9-12 circuits
Note: As of 7/1/99, Facility Check required for quantity of 6 services or more before interval can be granted.
	12 days
	17 days
	21 days

Dovpath	12 days
Flexpath	15 days
Fractional T1 Copper	24 days
Fractional T1 Fiber	22 days
Frame Relay	See DDS 11, Fractional T1 or Superpath
Infopath	12 days
Intellidial	5 days

Inside Moves
   • 1-8 circuits
   • 9-12 circuits
   • 12+ circuits
	5 days
	7 days
	negotiated

Disconnects
   • leg or point on multipoint
   • 1-12 circuits
   • 13-24 circuits
   • 25-50 circuits
   • 50+ circuits
	5 days
	5 days
	6 days
	8 days
	negotiated

Resale continued:

Product:	BELL ATLANTIC Interval
Other Special Services • Privare Line with 27M • Pulsenet ⁵˙ • Superpath 1-4 circuits (fiber ready location) • Superpath 1-4 circuits • Switchway Low Speed Data • LADS • Intellipath	8 days 3 days 7 days 12 days 12 days 12 days See POTS
Digital Centrex (new) Note: As of 7/1/99, Facility Check (72 hours) required for quantity of 6 services or more before interval can be granted. • 4 -20 lines • 21-50 lines • 51+ lines • 4 -20 lines w/ call answering • 21-50 lines • 51+ lines • 4-20 lines w/call processing • 21-50 lines • 51+ lines • 4 -20 lines w/ info mailboxes • 21-50 lines • 51+ lines • all optional features 4-20 lines • 21+ lines • Nova Centrex	10 days min 15 days or negotiated min 20 days or negotiated 12 days min 15 days or negotiated min 20 days or negotiated 15 days min 20 days or negotiated min 25 days or negotiated 15 days min 20 days or negotiated min 25 days or negotiated 10 days or above interval negotiated POTS Intervals
ISDN - Primary Rate (1.54 Mbps) • Per Port • 4+ Ports • PIC Change • Centrex w/ISDN	20 days Negotiated 12 days add 2 days to centrex interval

Digital High Capacity services:
  (a)   1.544 Mbps (DS1) Service:
• Facility Check
• Intervals start after facility check:
    • ≤ 10 DS1s (with facilities)
    • ≤ 10 DS1s (without facilities)
    • > 10 DS1s
(b) 45 Mbps (DS3) Service
	72 Hours
	7 days
	12 days
	Negotiated
	
	Access NY only 1-4: 8days, 5-9 12days, 10+ Neg

Foreign Exchange Services: • Any Quantity • w/ CENTREX and ISDN Note: As of 7/1/99, Facility Check required for quantity of 6 services or more before interval can be granted. • Off Premise Extension • Telephone Answering Service	15 days 12 days, Centrex Interval plus 2 days 5 Days Smarts Clock

Note: Requests for 6 lines or more require a facility check.
For 6-9 lines, facility reply to customer within 24 hours. For 10 or more lines, facility reply to customer within 72 hours. If facilities are available, apply the standard interval. If NO facilities are available, the interval is based on the facility availability date plus the standard interval. If the facility check is inconclusive, apply a 10 business day or product interval, whichever is longer.

Note:
1. *All Days are business days*
2. *SMARTS Clock is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS Clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available work force works both maintenance and installation. Reseller and network element order are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and in most cases, less than five days.*
3. *Negotiated Intervals are dependent on force and facility availability and complexity of services.*

Statistical Methodologies:

Bell Atlantic will use statistical methodologies as one means to determine if "parity" exists, or if the performance for CLECs is equivalent to the performance for Bell Atlantic. For performance measures where "parity" is the standard and sufficient sample size exists, Bell Atlantic will use the "modified Z statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Measured Variables:	Counted Variables:
$$t = \dfrac{\overline{X}_{CLEC} - \overline{X}_{BA}}{\sqrt{s_{BA}^2\left(\dfrac{1}{n_{CLEC}} + \dfrac{1}{n_{BA}}\right)}}$$	$$Z = \dfrac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA})\left(\dfrac{1}{n_{CLEC}} + \dfrac{1}{n_{BA}}\right)}}$$

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

$\overline{X}$ is defined as the average performance or mean of the sample
S^2 is defined as the standard deviation
n is defined as the sample size
p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

A Z or t score of below −1.645 provides a 95% confidence level that the variables are different, or that they come from different processes.

Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size is 30. For counted variables, np(1-p) must be greater than or equal to 5. When the sample size requirement is not met, BA will do the following:

a.) If the absolute performance for the CLEC is better than the BA performance, no statistical analysis is required.
b.) If the performance is worse for the CLEC than BA, BA will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion.
c.) If the t or binomial distribution show an "out of parity" result, BA will run the permutation test.
d.) If the permutation test shows an "out of parity" condition, BA will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, BA will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including BA troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, BA will identify such behavior and work with the respective CLEC on corrective action.

Bell Atlantic

Exceptions:

A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. One such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, Bell Atlantic will file an exception to the performance scores if the following events occur:

a.) **Event Driven Clustering- - Cable Failure**: If a significant proportion (more than 30%) of a CLECs troubles are in a single cable failure, BA will provide the data demonstrating that all troubles within that failure, including Bell Atlantic troubles were resolved in an equivalent manner. Then, BA will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA and the remaining troubles compared according to normal statistical methodologies.

b.) **Location Driven Clustering - - Facility Problems**: If a significant proportion (more than 30%)of a CLECs missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, BA will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c.) **Time Driven Clustering - - Single Day Events**: If significant proportion (more than 30%)of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity is in a single day, BA will provide the data demonstrating that the activity is on that day. BA will compare that single day's performance for the CLEC to BA's own performance. Then, BA will provide data with that day excluded from overall performance to demonstrate "parity".

d.) **CLEC Actions**: If performance for any measure is impacted by unusual CLEC behavior, BA will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when BA has missed an appointment. If such action negatively impacts performance, BA will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

BA will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of BA and CLEC performance. For cable failures, BA will provide appropriate documentation detailing all other troubles associated with that cable failure.

Section 5

Network Performance

(NP)

Function		Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8
NP-3	Switching Performance	0
NP-4	Notification of Network Outage	0

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage

Definition:
The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]
For this measure, BA Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end offices and access tandems.
CLEC Trunks are dedicated final trunks carrying traffic from the BA access tandem to the CLEC.

Exclusions:
Trunks not included:
• IXC Dedicated Trunks
• Common Trunks carrying only IXC traffic
BA will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that BA has identified a blocked trunk group and that the trunk group should be excluded from BA performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:
• Trunks blocked due to CLEC network failure
• Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
• Trunks blocked where CLEC order for augmentation is overdue
• Trunks blocked where CLEC has not responded to or has denied BA request for augmentation
• Trunks blocked due to other CLEC trunk network rearrangements

Performance Standard:
Because Common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.
For individual trunk groups carrying traffic between BA and CLECs, BA will provide explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.
End User Standard:
602.1(m)   Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.
603.3(g)   Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.
603.4(d)(3)   For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • BA Retail • CLEC Aggregate • CLEC Specific		Geography: • NY State
Products	Retail: • BA Common Final (Local)Trunks	Trunks: • CLEC Trunks

Sub-Metrics		
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups
NP-1-02	% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	Number Final Trunk Groups Exceeding Blocking Standard – 2 Months	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable
NP-1-04	Number Final Trunk Groups Exceeding Blocking Standard – 3 Months	
Calculation	**Numerator**	**Denominator**
	Count of Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable

Function:

NP-2 Collocation Performance

Definition:

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received.

Per 914 tariff, (Section 5.5.1(B)(3)) Un-forecasted Demand will have the following Interval Start Date:
- No Forecast Received: 3 Months after application date
- Forecast Received 1 month Prior to application date: 2 Months after application date
- Forecast Received 2 months prior to application date: 1 Month after application date
- Forecast received 3 months prior to application date: On the application date

Interval Stops if: (stop clock)
- For CLEC milestone misses (Milestones are noted in 914 tariff in section 5.1.4(D) and 5.2.2(F) and in glossary.

Completions: BA will not be deemed to have completed work on a collocation case until the cage is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:

- None

Formula:

Interval: Σ (Committed Due Date – Application Date) / Number of Cages

% On Time: Number of Cages completed on Due Date (adjusted for milestone misses)/Number of Cages completed x 100

Delay Days: Σ (Actual Completion Date - Committed Due Date) (adjusted for milestone misses)/Number of Cages where due date is missed

Performance Standard:

Physical:
    Notification of Space Availability: 8 Days
    Collocation Interval: 76 Days
    95% On Time

Virtual:
    Notification of Space Availability: 14 Days
    Collocation Interval: 105 Days
    95% On Time

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• NY State

Sub-Metrics

NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	**Numerator**	**Denominator**
	Count of requests for Physical collocation cages where response to request is answered on time.	Count of requests for physical collocation received in period.
NP-2-02	% On Time Response to Request for Virtual Collocation	
Calculation	**Numerator**	**Denominator**
	Count of requests for Virtual collocation arrangements where response to request is answered on time.	Count of requests for virtual collocation received in period.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-03	**Average Interval – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for physical collocation cages completed during report period. (Excludes time for CLEC milestone misses)	Count of physical collocation cages completed.
NP-2-04	**Average Interval – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for virtual collocation arrangements completed during report period. (Excludes time for CLEC milestone misses)	Count of virtual collocation arrangements completed.
NP-2-05	**% On Time – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of physical collocation cages completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of virtual collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses).	Count of virtual collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual physical collocation cage due completion date and due date for missed physical collocation cages (including due date extensions resulting from CLEC milestone misses).	Count of Missed physical collocation cages.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual virtual collocation arrangement due completion date and due date for missed virtual collocation cages (including due date extensions resulting from CLEC milestone misses).	Count of Missed virtual collocation arrangements

Function:	
NP-3 Switching Performance	
Performance Standard:	
Parity with Retail - by design of switch	
Metrics Not Reported:	
Reported to NY PSC in Aggregate (Retail/Wholesale):	Reported to NY PSC

Switching Performance - PSC Standards
  •   Percent Blockages & Failures
  •   Percent Incoming Matching Loss
  •   Percent Dial Tone Speed over 3 Seconds
	0.0 - 1.0 (weak spot > 2.1)
	0.0 - 2.1 (weak spot > 2.8)
	0.0 - 1.5 (weak spot > 2.6)

Not Reported Switching Standards:	

Switching Index Standards by Switch Type:
      The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance.
      Thresholds based on industry standard guidelines and vary with switch manufacturer. The performance is grouped into two categories **machine access** and **machine switching. Machine access** measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment. **Machine switching** measurements of customers' call attempts (or incoming call attempts from another switch) that failed during call processing.
NOTE: There are no longer any 1AESS switches in NY, hence switching performance plan is removed.

Switching Performance – Index Plan – 5ESS	Threshold

a.) Machine Access
  •   Tone Decoder Overflow
  •   Tone Decoder Attached Delay
  •   Dial Tone Speed
  •   SS7 Link Unavailable
	
	1.00
	0.10
	33.34
	0.27

b.) Machine Switching
  •   Facility Cutoff Calls
  •   Remote Module Stand Alone Time
  •   Initializations SM/RSM
  •   Interrupts (AM)
  •   Maintenance Usage
  •   Audits
  •   Equipment Outage
  •   Equal Access
	
	2.00
	0.50
	1.00
	80.00
	50.00
	10.00
	1.00
	100.00

Switching Performance – Index Plan – DMS100	

a.) Machine Access
  •   Dial Tone Speed
  •   Receiver Queue
  •   SS7 Link Unavailable
b.) Machine Switching
  •   Transmitter Time-outs
  •   Errors
  •   EA Wink Equal Access
  •   SS7 Errors
  •   Equipment Outage
  •   RLCM RSC Emergency Stand Alone
	
	33.34
	0.00
	0.27
	
	16.00
	50.00
	100.00
	10.00
	1.00
	5.00

Function:
NP-4 Notification of Network Outage
Performance Standard:
Parity with Retail – Same notification via e-mail distribution list
Metrics Not Reported:

CLEC Handbook Updates

The following addresses the "Not Satisfied" item, M8.1-5, stated as follows: "The Outage Notification Procedure is timely, accurate and complete," and the "Satisfied, With Qualifications" item, M8.1-4, stated as follows: "The content of Outage Notification Documentation is clear, accurate and complete."

In the CLEC Handbook Series III, Section 8.3.7, insert the following paragraphs after the second to last paragraph of this section (the paragraph that ends in the words, "...via facsimile or Internet e-mail notification.").

As of January 19, 1999, Bell Atlantic notifies those CLECs who have chosen to be notified (made request through their Account Manager), of certain events in the Bell Atlantic network. The notification is via Internet e-mail or facsimile. Notification of reportable events is provided as follows: Event notification to CLECs is sent simultaneously with the internal Bell Atlantic event notification. The usual Bell Atlantic practice is for the notification process to begin within 30 minutes after the BA work center has determined that a reportable event has occurred.

The events that Bell Atlantic reports to CLECs are critical and major events in the areas of IOF/Transport, Switch, Signaling, Power, Fire and Local Loop/Sub Cable. A general description of major and minor reportable events follows:

IOF/Transport: Failure of one or more T3s for 30 minutes or more. *[Minor: Any failure resulting in a simplex condition having the potential of service interruption]*

Switch: Total switch failure for two minutes or more, *[Minor: Any duration]* or partial switch failure involving 5000 or more lines for 30 minutes or more *[Minor: Any duration]*.

Signaling: SS7 node isolation of five minutes or more *[Minor: Any duration]*. STP or SCP down for two hours or more *[Minor: Any duration]*.

Power: Any power failure resulting in a service interruption *[Minor: Any commercial or BELL ATLANTIC power failure having the potential of service interruption.]*

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption. *[Minor: False fire alarms to which the Fire Department has responded.]*

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports. *[Minor: Any metallic cable failure affecting less than 25 pairs that requires a property damage report.]*

Appendix A

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Measure Trunks:	criteria
total lines	Count of all Message Trunks that are currently working...I.e. provisioning work is complete.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office part of the Bell Atlantic Network - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ....avg(actual_dur) ....the actual_dur field does not contain any time where the Bell Atlantic technician could not gain access to the customer location.
out of service	This is used as the divisor for all of the out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermitent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100

repeats	Total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Bell Atlantic Network.
% repeats	Total repeated troubles divided by total troubles...then multiply by 100.

Trunks:

trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Bell Atlantic network. This does not include troubles for special access circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Bell Atlantic line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Bell Atlantic central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing. table will be provided.

Measure Special Services:	Criteria
total lines	count circuits where center (MCTR) is not blank, not an official service (cktid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100.
total troubles loop	trouble close out code indicates the trouble was found in the facility portion of the Bell Atlantic Network - (trbl_cd is "FAC")

network trouble report rate- loop	total troubles loop divided by total lines multiply by 100
total troubles "CO"	trouble close out code inicates the trouble was found in the central office portion of the Bell Atlantic Network - (trbl_cd is "CO").
network trouble report rate - co	total troubles central office divided by total lines then multiply by 100.
mean time to repair	Average (mean) of all duration times for receipt of the trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ....avg(actual_dur) ....the actual_dur field does not contain any time where the Bell Atlantic technician could not gain access to the customer location.

Special Services:

mean time to repair loop	average (mean) of all duration times for receipt of the loop trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ....avg(actual_dur) and trbl_cd is "FAC"....the actual_dur field does not contain any time where the Bell Atlantic technician could not gain access to customer location
mean time to repair co	average (mean) of all duration times from receipt of the CO trouble within the Bell Atlantic Operating Support System to the time the circuit was restored to service to the customer ...avg(actual_dur) and trbl_cd is "CO"...the actual_dur field does not contain any time where the Bell Atlantic Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
out of service	This is used as the divisor for all of the out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").
out of service loop	This is used as the divisor for all of the loop out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Bell Atlantic network (trbl_cd is "FAC").
out of service co	This is used as the divisor for all of the CO out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the CO piece of the Bell Atlantic network (trbl_cd is "CO").

out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100.
out of service over 24- loop	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Facility network (trbl_cd is "FAC").
% out of service over 24 loop	total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100.
out of service over 24- CO	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Bell Atlantic Central Office network (trbl_cd is "CO").
% out of service over 24 CO	total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100.
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Bell Atlantic Network.
% repeats	Total repeated troubles divided by total troubles...then multiply by 100.
trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Example of Actual coding for Out of Service Specials:

stop oos le 3 (5)	actual_dur is le 003:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le3(5)	stop oos le 3(5) / total oos 5 * 100
stop oos le 4(5)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le 4(5)	stop oos le 4(5) / total oos 5 * 100
stop oos le 4 (3,4)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le4(3,4)	stop oos le 4(3,4) / total oos 3/4 * 100
stop oos le 16(3,4)	actual_dur is le 016:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le 16(3,4)	stop oos le 16(3,4) / total oos 3/4 * 100

SORD Code Tables: (Service Order Database Codes)

ORDER TYPE:
Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)

Appointment Type Code (ATC):
This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than the company's offered Due date
S	The customer requested a due date that was earlier than the companies offered due date
C	The customer requested a special due date to coordinate a hot cut.
R	A due date could not be applied due to company or customer reasons.

Missed Appointment Code (MAC):
When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customers premises(customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date
__	Under Development: CLEC Not Ready
__	Under Development: CLEC Not Ready – due to late FOC

Company (BA) Missed Appointment:

CA	The cable pair from the BA central office to the customer premises could not be Assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The BA business office taking the request caused the delay (misplaced the order)
CC	A Common Cause that affected a large area caused the delay (Hurricanes/work stoppages)
CF	The assigned cable facility was bad
CL	Not enough BA technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technicians truck broke down)
CS	The BA Central office work was not complete (line not programmed)

SWO:
A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal BA service
NS	Special services
NP	BA Coin services
NI	Private Public Pay Phone (not BA)